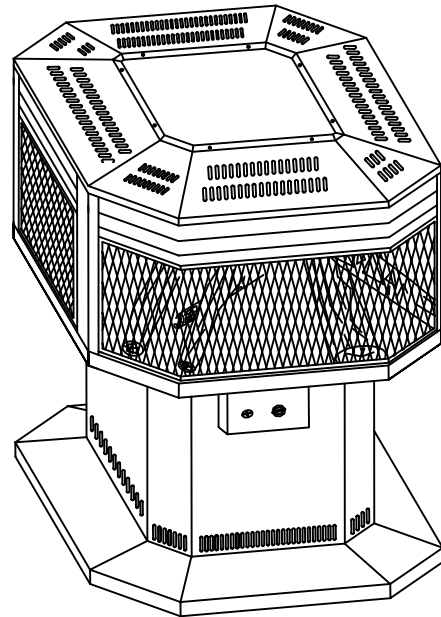


### OWNER'S OPERATION AND INSTALLATION MANUAL

#### AL500HYLA

50,000 BTU/Hr  
Manually Controlled



**⚠ WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

**⚠ FOR YOUR SAFETY:**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

**WHAT TO DO IF YOU SMELL GAS:**

- Do not try to light any appliance.
- Do not touch any electrical switches; do not use any phones in your building.
- Immediately call your gas supplier from a neighbor's phone, follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

**⚠ IMPORTANT:** Read this owner's manual carefully and completely before trying to assemble, operate, or service this heater.

**⚠ WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment

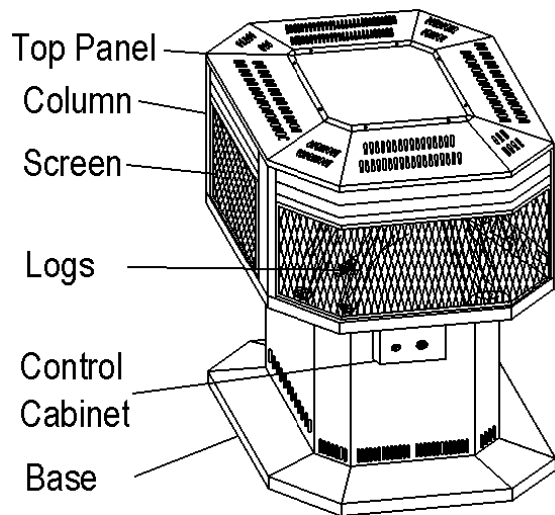
**⚠ WARNING:** FOR Outdoor Use Only.

Save this manual for future reference.  
Installer: Leave this manual with customer.

## SAFETY INFORMATION

1. Check the heater completely and thoroughly for damage. DO NOT run a damaged heater.
2. DO NOT alter the heater or operate a heater that has been modified from its original condition.
3. Use only propane gas.
4. Use only vapor withdrawal propane gas. If any question, contact your LP dealer.
5. Do not use this heater as a wood-burning heater. Use only the logs provided with the heater.
6. Inspect hose assembly before each use of the heater. If there is excessive abrasion or hose is cut, **STOP USING HEATER!** Replace with a new hose.
7. This heater is for outdoor use only. Even so make sure that there is ample fresh air ventilation. Do not use in buildings, garages or other enclosed spaces.
8. In the event that gas odor is detected, **IMMEDIATELY STOP** operation until gas supply has been located and corrected.
9. Do not place the heater where directly exposed to water spray, rain, dripping water or wind.
10. Maintain minimum clearance to people or normal combustible material (like paper) of 2 feet.
11. Place heater on a stable, level surface.
12. You must operate the heater with the heater screen in place. Make sure heater screen is in place before running heater.
13. This heater is designed to be smokeless. If logs ever appear to smoke, turn off heater and call a qualified service person. Note: during initial operation, slight smoking could occur due to log curing and heater burning manufacturing residues.
14. Do not attempt to move, handle or service while heater is hot or in operation.
15. Use only in accordance with local codes or, in the absence of local codes, with the National Fuel Gas Code ANSI223.1-1996.
16. Do not hang or attach clothing or any other flammable materials on or near the heater.
17. Carefully supervise young children when they are in the vicinity of heater.
18. Heater becomes very hot while running. Keep children and adults away from hot surface to avoid burns or clothing ignition.
19. Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that control compartment, burners and circulating air passageways of the appliance be kept clean.

## PRODUCT IDENTIFICATION



## LOCAL CODES

Install and use heater with care. Follow all local codes. In the absence of local codes, use the latest edition of The National Fuel Gas Code, ANSZ223.1, also known as NFPA54\*.

Available from :

American National Standards Institute, INC.

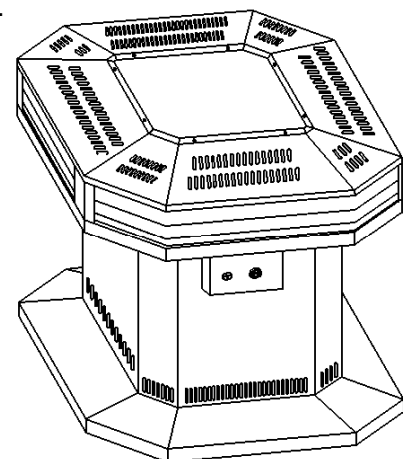
1430 Broadway, New York, NY10018

National Fire Protection Association, INC.

Batterymarch Park Quincy. MA 02269

## UNPACKING

1. Remove top inner pack.
2. Slide stove out of carton and set it on the flat floor.
3. Remove protective packaging.(See FIG.2)
4. Remove plastic wrap and carton from MID base.
5. Turn the door knob clockwise, open heater door to take out log set, Remove all protective plastic wrap.
6. Unwrap log set by cutting plastic ties.
7. Check for any shipping damage. If stove or log is damaged, promptly inform dealer where you bought the stove.



**Figure 2- shipping fireplace**

# PRODUCT FEATURES

## SAFETY PILOT

The heater has a pilot with a safety shutoff system. The safety pilot is a required feature for outdoor heaters. It shuts off the heater if flame is extinguished by rough wind.

## PIEZO IGNITION SYSTEM

This heater has a piezo igniter. This system requires no matches, batteries, or other sources to light heater.

## INSTALLATION

### TOOLS REQUIRED:

- Philips screwdriver
- Wrench

Check if you have the items listed below before installation.

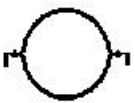
- |                   |                              |
|-------------------|------------------------------|
| Logs: 10          | 4 x 14 self-tapping screw: 5 |
| M4 x 10 screw: 32 | M5 x 10 screw: 4             |
| Column: 4         | Log grate: 1                 |
| Fixing hoop: 1    | Hex head screw: 2            |
| Handle: 1         | Screen: 4                    |



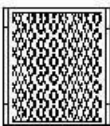
4x14 Self-tapping Screw: 5



M4(M5)x10 Screw



Fixing hoop: 1 Log grate: 1 Column: 4



Screen: 4 Handle Hex Head Screw: 2

**Caution: Some of the steel edges may be sharp. Please use caution when assembling the unit.**

### INSTALLATION INSTRUCTIONS:

1. Remove grate out of base and set flat on floor.
2. Take log foam package out of base. Please note each log fits the number marked on foam package.
3. Unscrew the 16 screws that attach the top panel and the middle base with short columns. Remove top panel and short columns. Then set flat on the floor. (See FIG.3)

**Note:** Short Columns and Self-tapping Screws are used for packing only.



**Figure 3-Burner fixing plate**

4. Place grate on burn plate. Make sure to line up the red mark and five holes of grate with that of burn plate. Then secure grate to burn plate with 5 4 x 14 Self-tapping Screws. (See FIG.4)



Red point

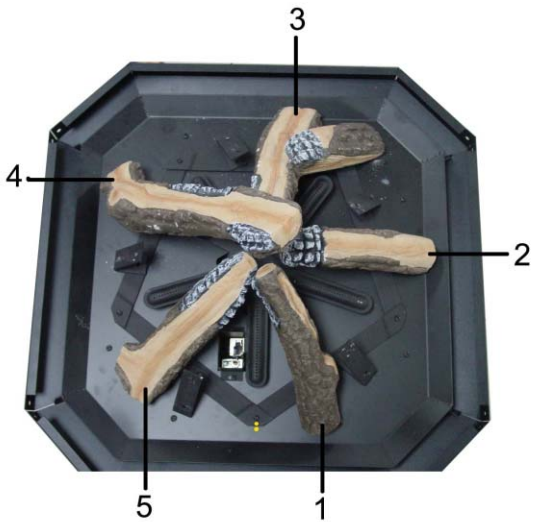
**Figure 4-Place grate on burn plate**

# INSTALLATION INSTRUCTIONS

## *Continued*

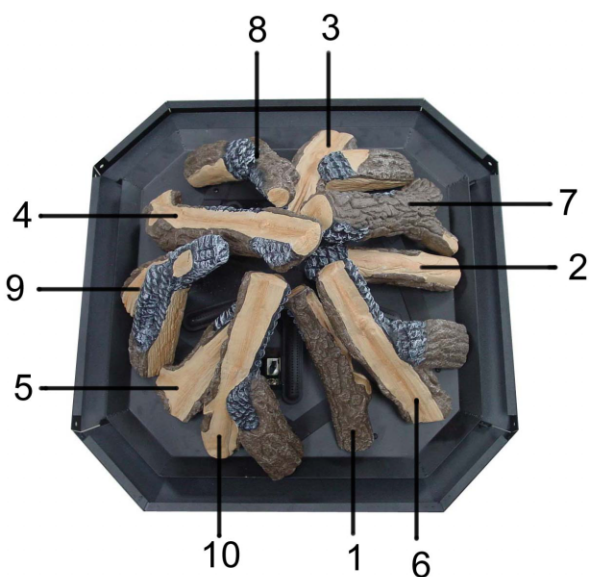
5. Install logs 1,2,3,4,5 by inserting each log screw into holes of corresponding grate branch . Make sure each log is placed in proper sequence.(See FIG 5.)

**Note:** If the log is too loose or the screw can't be pulled down after inserting the log screw, screw the nuts to adjust the clearance between nuts and logs.



*Figure 5-Installing log 1.2.3.4.5*

6. Install logs 6,7,8,9,10 as step 5.(See FIG.6)



*Figure 6-Installing log 6.7.8.9.10*

7. Attach the four columns to the burner plate with M4 x 10 screws provided. Do not tighten at this time. (See FIG.7)



*Figure 7-Column installation*

- Set the top panel in place on the columns and secure with M4 x 10 screws provided. Do not tighten at this time. (See FIG.8)



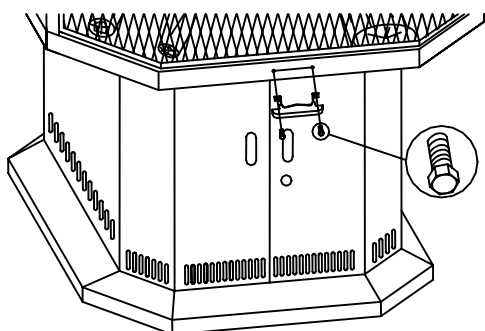
**Figure 8-Top panel installation**

- Attach the screens to columns with M4 x 10 screws provided. Do not tighten at this time. (See FIG.9)



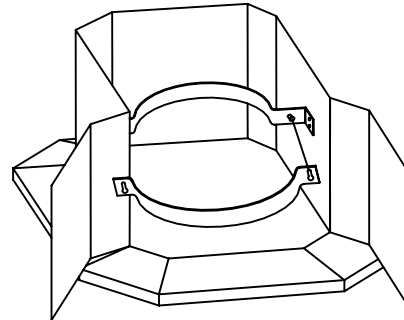
**Figure 9-Screens installation**

- Tighten the screws of step 8,9,10 to finish installation.
- Attach the handle to the middle base with 2 hex head screws provided. (See FIG.10)



**Figure 10-Handle installation**

- From the outer side, use M5 x 10 screws to fasten the fixing hoop on the right and left support. Fasten the other side of the fixing hoop after the cylinder is in place. (See FIG.11)

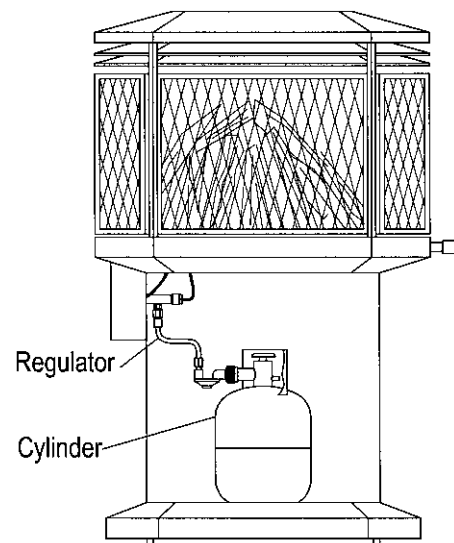


**Figure 11-The fixing hoop installation**

## CONNECTING TO GAS SUPPLY

**Note:** The installer must supply an external regulator with a hose (with 5/8" nut at one end, and a regulator at the other end) and a 20# Vertical Acme with OPD LP cylinder.

- Turn the door knob clockwise and open heater door.
- Remove dustproof wrap from regulator.
- Set cylinder flat on base compartment (See FIG.12)
- Connect regulator with cylinder. Tighten with care. Do not over-pressurize the valve.
- Before opening gas supply valve, make sure control knob is in the OFF position. Open gas supply valve. Apply a mixture of liquid soap and water to all joints. **Do not use an open flame.** Bubbles forming show a leak. Check all connections for leaks immediately.



**Figure 12-Cylinder set and pipe installation**



## CONNECTING TO GAS SUPPLY

*Continued*

### FUEL REQUIREMENTS:

- Connect regulator/hose with standard 20-pound LP cylinder coupler.
- Call the LP gas supplier to inspect the cylinder. Do not use a damaged LP gas cylinder.
- Do not use LP gas without proper decompression.
- Do not connect irregular LP gas supply with heater.
- Use only LP gas on this heater. Do not convert to other gases.

**⚠ CAUTION: It is dangerous to use a damaged or rusted cylinder.**

## OPERATING HEATER

This heater is designed for use with LP gas. You may light the heater directly.

LP gas is heavier than air. If it leaks from joint, it may sink down to the floor and mix with ambient air to form a detonable mixture. If you have questions, contact your LP dealer for instructions or service.

**⚠ Warning: Fire, burn, inhalation and explosion hazard. Keep solid combustibles, such as building materials, paper or cardboard, at safe clearances from the heater. Never use heater in the vicinity of gasoline, solvent, paint thinner or other combustibles.**

**⚠ Caution: When heater runs in the presence of other people, the user is responsible to properly offer those present safety precautions and hazard information.**

### LIGHTING INSTRUCTIONS:

Follow adaptable lighting instructions. Apply soap solution to all joints. Bubbles forming show a leak. Do not use a match or an open flame to detect leak. Light heater after ensuring that no gas leak exists.

### START HEATER:

1. Turn the control valve knob clockwise to the "OFF" position.
2. Turn the door knob clockwise and open the heater door.
3. Check all connections as described in the "Connecting to Gas" section of this manual on page 5.
4. Fully open the valve on the propane cylinder.
5. Push in gas control knob and turn it to IGN/ON position. Then Push and release the ignition button repeatedly until there is a flame at the pilot.
6. Keep control knob pressed in for 30 seconds after ignition, then release.
7. Turn the burner on to maximum rate and then set to desired setting or remain on HI.
8. Replace heater compartment door.

## OPERATING HEATER

*Continued*

### TO TURN OFF HEATER:

1. Turn gas control knob to the "OFF" position.
2. If heater is not to be used, shut off cylinder valve.
3. Do not attempt to relight heater within 5 minutes after the propane cylinder valve has been closed.

### RESTART HEATER:

1. Turn gas control knob clockwise to "OFF" position.
2. Wait 5 minutes before restarting.
3. Repeat step 5,6,7.

## MAINTENANCE AND STORAGE

1. The Lp-gas supply cylinder to be used must be constructed and marked in accordance with the specifications for LP-gas cylinder of the U.S. Department of transportation.
2. Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance. Cylinders must be stored outdoors in a wellventilated area out of the reach of children. Disconnected cylinders must have threaded valve plugs tightly installed and must not be stored in a building, garage or any other enclosed area.
3. The pressure regulator and hose assembly supplied with the appliance must be used and a statement that replacement pressure regulators and hose assemblies must be those specified by the appliance manufacturer.
4. If the connection to the LP-gas cylinder is other than Type I, II or III (as described in the Standard for *Cylinder Connection Devices, ANSI Z21.81/CGA 6.25*), the cylinder with its mating fitting shall be provided by the appliance manufacturer. Supplying the cylinder may be accomplished by a method controlled by the manufacturer that will result in both the appliance and the cylinder being available at the time of purchase.
5. The cylinder supply system must be arranged for vapor withdrawal.
6. The cylinder used must include a collar to protect the cylinder valve.
7. Have the heater inspected by qualified service man before each use or at least annually.
8. Check the POL fitting for any damage before each use and replace if any damage is found.
9. Turn off cylinder valve when the heater is not to be used.

## MAINTENANCE AND STORAGE

### *Continued*

11. Spiders and insects can nest and live in outdoor appliances, especially in the burners and orifices. This will interrupt the normal flow of LP gas to the heater and can be a very dangerous situation. Inspect for insect infiltration of burner/orifice when one of the following occurs:
  - A. The smell of gas along with predominating yellow tipping of the burner flames.
  - B. Heater can not reach desired temperature.
  - C. Uneven burner flow.
  - D. Burner makes popping noises during normal use or shutdown.
12. When heater to be stored outdoors, detach connection between LP cylinder and heater. Remove cylinder from heater and store in accordance with chapter 5 of the standard for Storage and Handling of liquified gas.
13. Adopt rainproof cover (provided with the heater) to avoid rust of heater when not in use.

**⚠ WARNING:** Local codes for installation of propane systems may vary considerably. Therefore, ask your local propane supplier for advice on propane system installation. In the absence of local codes, install in accordance with **Standard for the Storage and Handling of Liquified Petroleum Gases ANSI/NFPA 58-1995** and **National Fuel Gas Code ANSI Z223.1-1996**. Your supplier, fire marshal or library should have a copy. The propane used must be arranged for vapor withdrawal. Propane cylinders must be secured in the upright position to keep them from falling or being knocked over.

## GENERAL INFORMATION

During use, liquid propane in a cylinder vaporizes. As it vaporizes, the propane cools itself. If this cooling process lasts too long and proceeds too fast, the propane temperature and pressure will fall so low that the heater operation may be improper or even halt. Often frost forming on the outside of the propane container warns excessive refrigeration.

Recommendations on how to reduce refrigeration:

- A. Provide considerably more propane than you plan to consume, it's better to provide twice as much.
- B. Fill containers frequently, especially in cold weather. Never allow propane to fall below one-third of container capacity.

## CLEANING AND MAINTENANCE

**⚠ CAUTION:** You must keep control areas and top panel of heater clean. Inspect these areas of heater before each use. Have heater inspected yearly by a qualified service person.

**⚠ WARNING:** Shut off heater and let cool before servicing.

### **PILOT AND BURNER:**

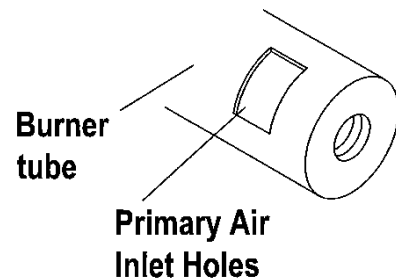
Clean dust with a vacuum cleaner.

### **BURNER AIR INLET HOLE:**

We recommend that you clean the unit every three months or after 2500 hours operation. We also recommend that you keep the burner tube and pilot assembly clean and free of dust. To clean these parts, we suggest using compressed air no greater than 30 PSI. You can also use a vacuum cleaner in the blow position. If using compressed air in a can, please follow the directions on the can. Otherwise, you might damage the pilot assembly.

1. Shut off the unit, including the pilot. Allow the unit to cool for at least thirty minutes.
2. Inspect burner, pilot, and primary air inlet holes on injector holder for dust and dirt. (See FIG.13)
3. Blow air through the ports/slots and holes in the burner.
4. Check the injector holder again, remove any large particles of dust and dirt with a soft cloth or vacuum cleaner nozzle.
5. Blow air into the primary air holes on the injector holder.
6. In case large clumps of dust have been pushed into the burner, repeat steps 3 and 4.

Clean the pilot assembly also. A yellow tip on the pilot indicates dust and dirt in the pilot assembly.



**Figure 13-Injector Holder  
On Outlet Burner Tube**

### **EXTERIOR:**

Use a soft cloth dampened with a mild soap and water mixture. Wipe the cabinet to remove dust.

### **LOGS:**

If you remove logs for cleaning, refer to installing logs, Pages 3 and 4 to properly replace logs. Replace logs if broken or chipped.

### **MAIN BURNER:**

Periodically check all burner flame holes with the heater running. All slotted burner flame holes should be open with a yellow flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off heater and let cool. Either remove blockage or replace burner. Blocked burner flame holes will create soot.

### SERVICE INDICATIONS:

A hazardous condition may result if a heater has been modified or is not functioning properly. When the heater is working properly:

1. The flame is contained within the heater.
2. The flame is essentially yellow.
3. There is no strong disagreeable odor, eye burning or other physical discomfort.
4. No smoke or soot exists internal or external to the heater.
5. No unplanned or unexplained shut down of the heater occur.

## REPLACEMENT

### REPLACEMENT PARTS:

**Note:** Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

### PARTS UNDER WARRANTY:

Contact authorized dealers of this product. If they can't supply original replacement part(s) call PRO-COM's Technical Service Department at 1-877-886-5989 for referral information.

When calling PRO-COM or your dealer, have ready

- Your name
- Your address
- Model and serial numbers of your heater
- How heater was malfunctioning
- Type of gas used (propane/LP or natural gas)
- Usually, we will ask you to return the defective part to the factory.

### PARTS NOT UNDER WARRANTY:

Contact authorized dealers of this product or Parts Central if they can't supply original replacement part(s) Call PRO-COM's Parts Department at 1-877-886-5989 for referral information.

When calling PRO-COM, have ready

- Model number of your heater
- The replacement part number

## ACCESSORIES

Purchase these heater accessories from your local dealer or Parts Central. If they cannot supply these accessories call PRO-COM's Sales Department at 1-877-886-5989 for referral information. You can also write to the address listed on the back page of this manual.

## SPECIFICATIONS

Btu	50000
Gas Type	LP Gas Only
Ignition	Piezo
Inlet Gas Pressure* (In. of water)	
Maximum	13"
Minimum	11"
Dimensions, Inches (HxWxD)	
Stove	42 9/16"x26"x26"
Carton	30 5/16"x27 3/4"x27 3/4"
Weight, Lbs	
Stove	141
Shipping Weight	163

\* For purpose of shipment adjustment.

## TROUBLESHOOTING

### OBSERVED PROBLEM

### POSSIBLE CAUSE

### REMEDY

Burner does not light.

- |  |  |
|--|--|
| 1. Air in gas lines.   | 1. Continue holding down control knob. Repeat igniting operation until air is removed. |
| 2. Inlet gas pressure is too low.                              | 2. Check gas pressure.   |
| 3. Gas supply turned off.                                      | 3. Fully open gas supply.  |
| 4. Air passageway on heater blocked.                           | 4. Check air passageway.   |
| 5. Burner orifice clogged.                                     | 5. Clean burner.   |
| 6. Control knob not in ING/ON position.                        | 6. Turn control knob to ING/ON position.   |
| 7. Control knob not fully pressed in while in ING/ON position. | 7. Press down control knob.  |

When ignitor buttons pressed in, there is no spark at safety Pilot.

- |  |  |
|--|--|
| 1. Ignitor electrode positioned wrong.               | 1. Reposition ignitor.                 |
| 2. Ignitor electrode broken.                         | 2. Replace ignitor.                    |
| 3. Broken ignitor cable.                             | 3. Replace ignitor cable.              |
| 4. Ignitor electrode not connected to ignitor cable. | 4. Connect electrode to ignitor cable. |

Burner fire does not last.

- |  |   |
|--|---|
| 1. Damaged thermocouple.                           | 1. Replace thermocouple.  |
| 2. Thermocouple electrode corrosion.               | 2. Clean thermocouple electrode.  |
| 3. Damaged control valve.                          | 3. Replace control valve.   |
| 4. Control knob not pressed long enough.           | 4. After ODS/pilot lights, keep control knob pressed in for 30 seconds. |
| 5. Thermocouple connection loose at control valve. | 5. Hand tighten connection or replace thermocouple.                     |
| 6. Pilot flame not touching thermocouple.          | 6. Contact qualified service man.                                       |



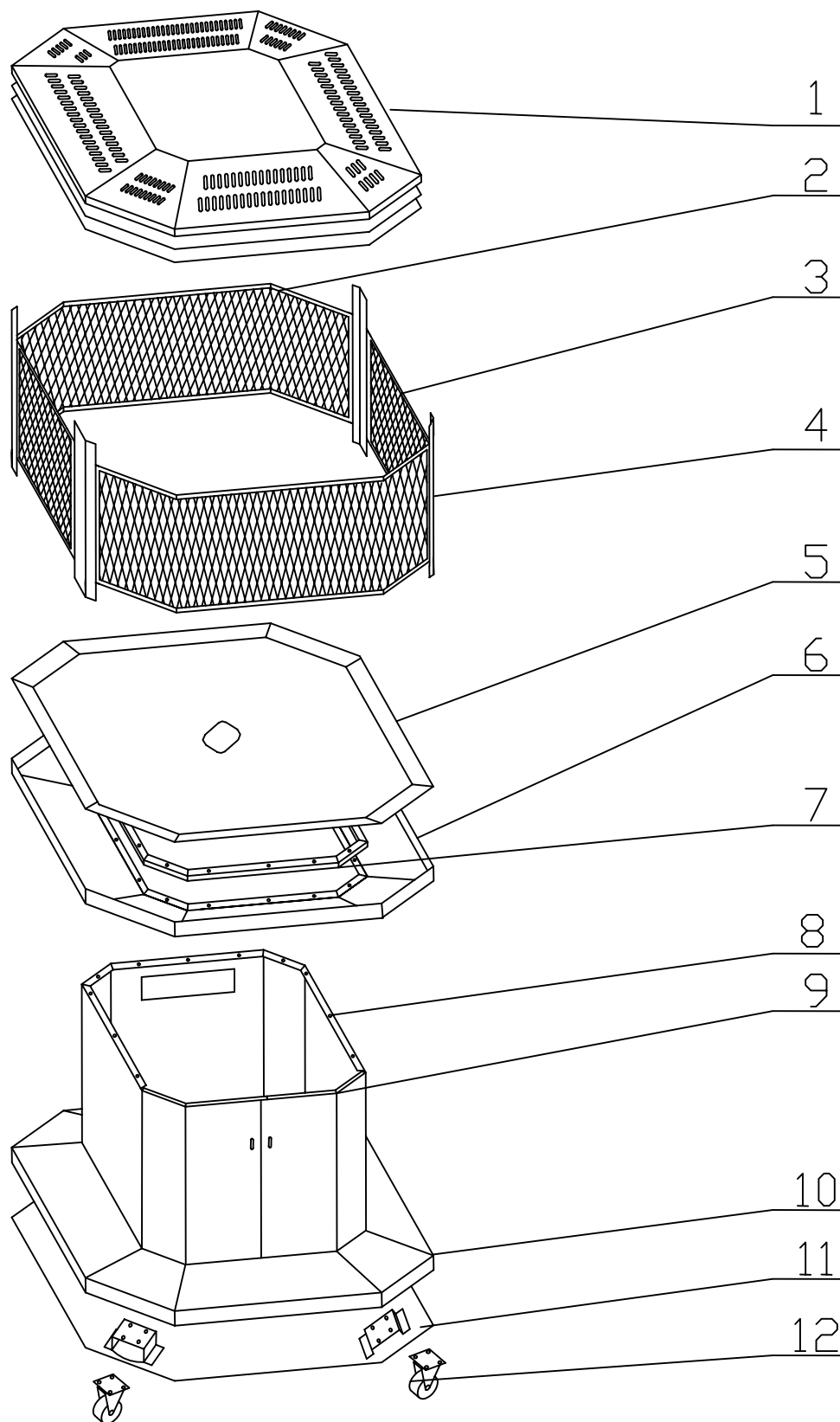
# PARTS LIST

## HP500MA

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on page 7 of this manual.

KEY NO.	PART NUMBER	DESCRIPTION	QTY.
1	AB01001	Top Panel	1
2	AB29001	Mesh Screen	2
3	AB29002	Mesh Screen	2
4	AL002-01	Column	6
5	AL009-01	Burner Fixing Plate	6
6	AL01002	MID Base	6
7	AL033-01	Support Part	1
8	AL013-01	Support	1
9	AL011-01	Door	2
10	AB01004	Base	1
11	AB01005	Universal Wheel Fixing Plate	1
12	AL071-01	Universal Wheel	4

# ILLUSTRATED PARTS BREAKDOWN AL500HYLA



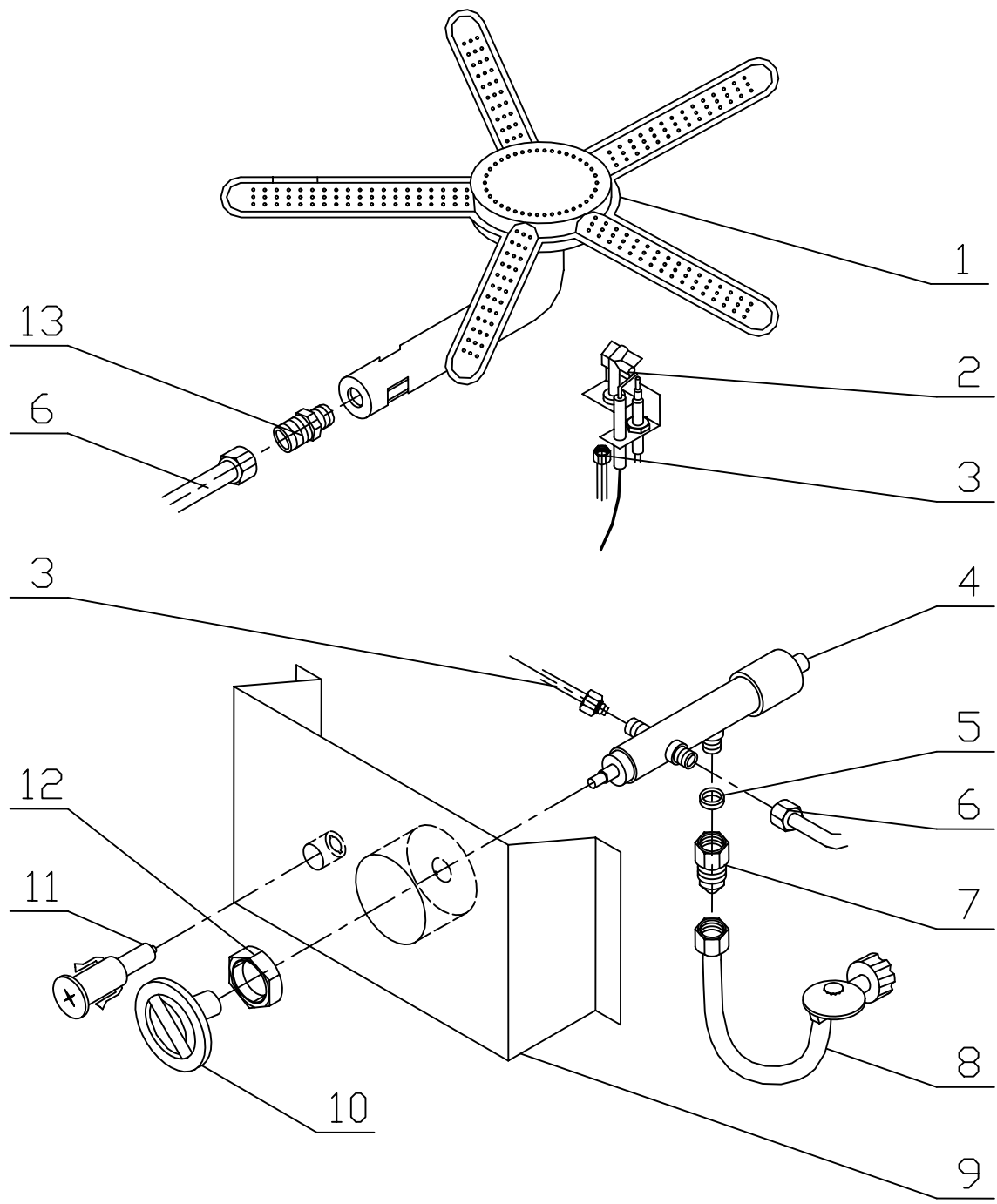
# PARTS LIST

## HP500MA

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on page 7 of this manual.

KEY NO.	PART NUMBER	DESCRIPTION	QTY.
1	NBY50-200A1	Burner	1
2	NDW-L600x4	Safety Pilot	1
3	AB31002	Safety Pilot Inlet Tube ASM	1
4	NV2020-1217	Control Valve	1
5	AL031-01	Washer	1
6	AB31001	Gas Outlet Tube ASM	1
7	AL030-01	Control Valve Main Inlet Nut	1
8	AL016-01	Control Cabinet	1
9	ML031-03	Control Knob	1
10	ML083-03	Ignitor	1
11	ML029-01	Control Valve Fixing Nut	1
12	AL037-01	Injector	1

# ILLUSTRATED PARTS BREAKDOWN AL500HYLA



# LOGS LIST

## AL500HYLA

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on page 7 of this manual.

KEY NO.	PART NUMBER	DESCRIPTION	QTY.
1	AL057-01	Log 1	1
2	AL057-02	Log 2	1
3	AL057-03	Log 3	1
4	AL057-04	Log 4	1
5	AL057-05	Log 5	1
6	AL057-06	Log 6	1
7	AL057-07	Log 7	1
8	AL057-08	Log 8	1
9	AL057-09	Log 9	1
10	AL057-10	Log 10	1

LOGS LIST  
AL500HYLA



NANJING PRO-COM ELECTRIC APPLIANCE CO.,LTD.  
#6 CHUANGYE ROAD, HIGH NEW TECH. ZONE,  
NANJING, 210061, CHINA  
PRO-COM Toll-Free number: 1-877-886-5989